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Date: April 2, 2010 Name: /Michael E. Hussey/
Michael E. Hussey (Reg. No. 63,265)

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Appln. of: Andrew E. Fano et al.

Appln. No.: 10/663,592

Filed: September 15, 2003

For: REMOTE MEDIA CALL CENTER

Attorney Docket No: 10022/397

Examiner: William J. Deane, Jr.

Art Unit: 2614

Confirmation No.: 3285

RESPONSE TO OFFICE ACTION DATED JANUARY 5, 2010

MAIL STOP AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Dear Sir:

In response to the Non-Final Office Action dated January 5, 2010, Assignee respectfully requests entry of the following amendments in the above-identified application and consideration of the following remarks.

Amendments to the Claims begin on page 2 of this paper.

Remarks begin on page 20 of this paper.